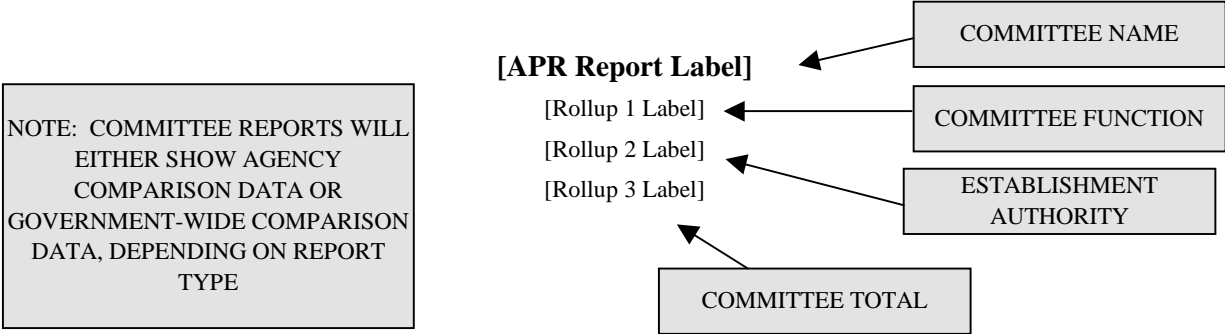


General Services Administration Office of Governmentwide Policy



OGP Federal Advisory Committee Engagement Survey (ACES) Results

March 25, 2004

THE GALLUP ORGANIZATION

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General Services Administration Office of Governmentwide Policy

OGP Federal Advisory Committee Engagement Survey (ACES)

[APR Report Label]

Introduction

The following pages provide a summary of responses to the Gallup Advisory Committee Engagement Survey (ACES). The survey statements were rated on a scale which required a response from among six response categories:

RESPONSE SCALE FOR SURVEY ITEMS 1-22	5	Strongly Agree
	4	
	3	
	2	
	1	Strongly Disagree
		Does Not Apply or Don't Know

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

The Advisory Committee Engagement Survey (ACES) Scorecard is a tool each committee and agency can use to manage advisory committees. Note the following term definitions.

Overall Mean The average, on a 5-point scale, across Gallup/GSA SES items.

Index The average top box response percentages for statements measuring each category of survey items (People, Process, Outcome).

Top Box The percentage of "5" (Strongly Agree) responses.

Mean (Average) Score The average on a defined scale for each attribute.

General Services Administration Office of Governmentwide

OGP Federal Advisory Committee Engagement Survey (ACES)

GOVERNMENT-WIDE RESULTS
TO USE FOR COMPARISON

Stakeholder Engagement Survey Scorecard

AGENCY RESULTS
TO USE FOR
COMPARISON

Government-
wide

• Unit: [Rollup 1 Label]

• Total n: 20

UNIT
SAMPLE
SIZE

LOWEST LEVEL OF DATA
AVAILABLE FOR
COMMITTEE

Unit

Agency

Mean (Average) Score

Overall Mean

5.00 5.00 5.00

THE UNIT'S AVERAGE SCORE ON A
5-POINT SCALE ON Q22

Top Box (% 5)

- Overall satisfaction with the work of the committee (Q01)
- Work with committee again (Q02)

100% 100% 100%
100% 100% 100%

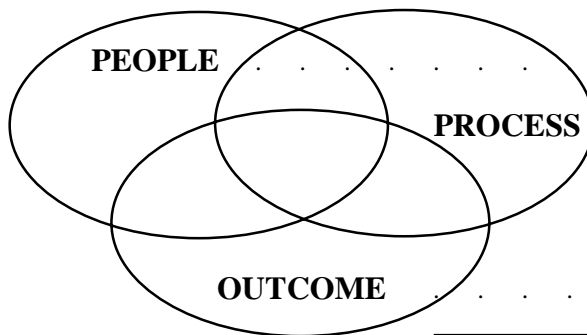
THE PERCENTAGE OF THE POPULATION WHO ANSWERED
THE QUESTION WITH "STRONGLY AGREE" (TOP BOX)

Index

100% 100% 100%

OVERALL
"TOP BOX"
PERCENTAGE
FOR INDICES

100 100 100
100 100 100



THE INDICES DO NOT
INCLUDE Q01 OR Q02

100 100 100

Gallup/GSA SES Items

THE PERCENTAGE OF RESPONDENTS WHO
ANSWERED "5" TO THE PARTICULAR ITEM

PEOPLE

- Fair operating procedures and guidelines (Q05) 100 100 100
- Committee meetings well run (Q08) 100 100 100
- Committee fairly considers opinions (Q16) 100 100 100
- Right mix of individuals (Q04) 100 100 100
- Members well prepared for meetings (Q06) 100 100 100
- Staff well prepared for meetings (Q07) 100 100 100
- Mission and goals of this committee are clearly defined (Q03) 100 100 100

PROCESS

- Access to adequate resources (Q10) 100 100 100
- Access to senior management and technical experts (Q09) 100 100 100
- Receives sufficient feedback from agency (Q15) 100 100 100
- Meets the right amount (Q11) 100 100 100
- Sets reasonable timelines for producing outputs (Q12) 100 100 100
- Committee communicates effectively (Q13) 100 100 100

OUTCOME

- Positive impact of committee on public (Q18) 100 100 100
- Agency more effective (Q20) 100 100 100
- Help build trust in government (Q21) 100 100 100
- Positive influence (Q22) 100 100 100
- Recommendations used effectively (Q17) 100 100 100
- Recommendations respond to agency's needs (Q14) 100 100 100
- Committee results available to others (Q19) 100 100 100

General Services Administration Office of Governmentwide Policy

OGP Federal Advisory Committee Engagement Survey (ACES)





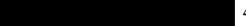


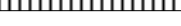



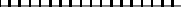













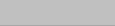








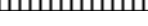



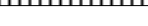

[APR Report Label]

Client-Specific Items	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	
		% 1	% 2	% 3	% 4	% 5		Past
1. Overall, I am satisfied with the work of this committee.	8 748 4299 78550	• 2 3 2	• 8 5 4	• 20 15 12	• 32 32 31	• 38 45 50	4.73 3.96 4.12 4.22	↑ 4.08 ↓ 4.19 4.07 4.22
THE NUMBER OF PEOPLE WHO RESPONDED TO THE ITEM (NUMBERS MAY VARY BECAUSE SOME PEOPLE MAY HAVE CHOSEN NOT TO ANSWER THE QUESTION)								
		0	0	18	27	55	4.36	4.25
		8	16	26	32	18	3.38	↓ 3.89
		7	11	24	34	23	3.54	3.60
		5	9	20	33	33	3.80	3.80
3. The mission and goals of this committee are clearly defined.	11 744 4262 78028	0 10 8 6	0 15 12 10	27 29 26 22	27 30 34 33	45 15 21 29	4.18 3.24 3.49 3.70	• ↓ 3.49 3.30 3.70
LESS THAN 5 RESPONSES - NO DISTRIBUTION OR MEAN SCORES SHOWN								
	11	0	27	18	36	18	3.45	↑ 2.83
	743	40	20	16	14	10	2.35	↓ 2.93
	4267	24	16	18	21	21	2.99	↑ 2.66
	77575	23	15	18	22	23	3.09	3.09
5. Our committee's operating procedures and guidelines are fair.	<5 746 4280 78131	• 17 10 10	• 17 11 10	• 21 21 18	• 24 29 28	• 21 30 34	3.00 3.14 3.57 3.67	• ↓ 3.73 3.41 3.67
6. Our committee's members are well prepared for meetings.	11 742 4275 77791	9 23 13 12	18 23 16 14	36 24 25 22	27 20 27 28	9 11 18 24	3.09 2.73 3.22 3.37	3.08 ↓ 3.13 ↑ 2.89 3.37
7. Our committee's staff is well prepared for meetings.	11 747 4269 77824	0 24 17 14	9 21 15 14	9 24 25 23	55 22 28 29	27 9 15 20	3.83 3.19 2.88 3.29	MEAN (AVERAGE) SCORE OF THE GROUP
8. Our committee meetings are well run.	11 749 4277 78206	18 13 9 8	0 17 14 11	36 36 30 25	36 24 29 30	9 11 18 26	3.18 3.04 3.32 3.54	↓ 3.42 2.99 ↑ 2.74 3.54
THE PERCENTAGE OF THE TOTAL NUMBER OF INDIVIDUAL WHO ANSWERED THE QUESTION WITH A 1, 2, 3, 4 OR 5 ON THE RATING SCALE (DISTRIBUTION OF RESPONSES)								
	11	0	9	9	45	36	4.09	↑ 3.75
	750	7	11	24	35	22	3.53	↓ 3.96
	4273	4	8	21	37	29	3.78	3.71
	78244	4	8	20	34	34	3.85	3.85
10. Our committee has access to adequate resources.	11 733 4186 75848	0 14 11 13	18 14 12 13	9 22 23 22	64 25 25 23	9 25 29 29	3.64 3.33 3.50 3.42	• 3.22 ↑ 3.20 3.42
LEGEND FOR REPORTING BARS								
1st Line	■ [Rollup 1 Label]							
2nd Line	▤ [Rollup 2 Label]							
3rd Line	▥ [Rollup 3 Label]							
4th Line	▧ [Rollup 4 Label]							

General Services Administration Office of Governmentwide Policy

OGP Federal Advisory Committee Engagement Survey (ACES)

[APR Report Label]

Client-Specific Items (Continued)	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	
		% 1	% 2	% 3	% 4	% 5		Past
11. Our committee meets the right amount to accomplish its work	11	0	9	0	36	55		↑ 3.33
	744	38	17	16	16	13		↓ 2.91
	4249	22	16	18	21	23		↑ 2.63
	77182	19	13	16	23	28		3.28
12. Our committee sets reasonable timelines for producing outputs.	11	0	0	0	82	18		↑ 3.75
	747	19	16	23	24	18		↓ 3.41
	4254	10	11	20	30	29		↑ 3.19
	77221	11	10	18	28	32		3.61
13. Our committee communicates effectively with senior managers and, if needed, with external stakeholders.	11	0	9	0	18	73		↑ 4.18
	733	28	17	19	19	17		↓ 3.57
	4209	16	13	19	25	27		3.30
	67880	15	11	18	24	32		3.49
14. Our committee's recommendations or other contributions are responding to the agency's needs.	11	18	27	36	9	9		2.67
	724	10	15	35	29	11		↑ 2.92
	4155	8	13	31	32	16		↑ 2.79
	66912	7	11	27	31	24		3.53
15. Our committee receives sufficient feedback from the agency on our recommendations or other contributions.	10	0	0	40	10	50		4.00
	704	11	16	28	28	17		↓ 3.71
	4079	7	10	25	31	27		↑ 3.39
	65422	7	10	22	30	31		3.67
16. Our committee fairly considers both majority and minority opinions.	11	36	18	36	9	0		•
	694	16	24	37	19	5		↑ 2.24
	3820	11	17	38	25	10		↑ 2.24
	59165	10	14	32	28	16		3.25
17. Our committee's recommendations or other contributions are used effectively.	11	0	0	9	55	36		↑ 3.92
	745	13	16	29	29	13		↓ 3.57
	4258	12	15	26	31	17		3.30
	69081	10	12	24	32	24		3.49
18. Our committee's recommendations or other contributions have a positive impact on the public and/or external stakeholders.	11	9	36	36	18	0		↓ 3.08
	718	18	23	37	17	5		2.65
	4119	13	17	36	24	10		↑ 2.51
	65365	12	16	31	27	15		3.17
19. The results of our committee's work are available to others as needed.	11	18	45	18	18	0		2.50
	742	26	26	30	13	5		2.30
	4220	22	21	29	20	8		↑ 2.25
	68305	17	17	27	25	14		3.03
20. Thanks to our committee, the agency is more effective.	11	0	9	27	27	36		3.83
	728	16	23	33	19	9		2.95
	4130	11	18	32	23	16		↑ 2.69
	65020	10	15	30	27	18		3.29

1st Line ■ [Rollup 1 Label]

2nd Line ▤ [Rollup 2 Label]






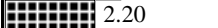


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General Services Administration Office of Governmentwide Policy

OGP Federal Advisory Committee Engagement Survey (ACES)

[APR Report Label]

Client-Specific Items (Continued)	Sample Size	Strongly Disagree . . . Strongly Agree					Mean (Average) Score	
		% 1	% 2	% 3	% 4	% 5		Past
21. Our committee's work helps to build trust in government.	10	0	10	20	40	30	 3.90	3.83
	733	23	15	24	24	14	 2.90	↓ 3.53
	4220	14	12	24	29	21	 3.31	3.20
	68188	13	11	22	29	25	 3.42	3.42
22. Our committee is a positive influence within its area of expertise.	11	18	27	36	18	0	 2.55	↓ 2.75
	732	40	23	21	11	6	 2.20	↓ 2.57
	4167	30	21	25	16	7	 2.49	↑ 2.21
	65936	24	19	25	19	12	 2.75	2.75
23. How long have you served on this committee?	6	•	•	•	•			
	646	33	20	28	12			
	3881	26	21	28	16			
	60034	20	18	28	21			
24. How many meetings did you attend in the past 12 months?	11	None	1-2	3-5	6 or more			
	739	0	0	18	27			
	4223	10	10	26	33			
	68127	6	8	25	37			
25. Which of the following best describes your relationship to the advisory committee?	11	Member of committee	Former member of committee	DFO	Agency decision maker/recipient of committee recommendations			
	737	18	18	36	9			
	4236	24	20	31	17			
	68499	15	17	29	26			
		13	15	26	27			

DEMOGRAPHICS

1st Line ■ [Rollup 1 Label]

2nd Line ▣ [Rollup 2 Label]

3rd Line □ [Rollup 3 Label]

4th Line ▤ [Rollup 4 Label]